Annex F
Volume Metrics

to

Request for Proposal
for the
Provision of IT Infrastructure Operations
and Managed Workplace Services
[UNHCR RFP/2018/1068]
(the “RFP”)

effective _____ 2018

between

The Office of the United Nations High Commissioner for Refugees

and Contractor

NOTE: These metrics are provided as an indication of past resource unit volumes, but do not necessarily indicate the volumes at the time of the RFP.

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2017 Resource Unit Counts
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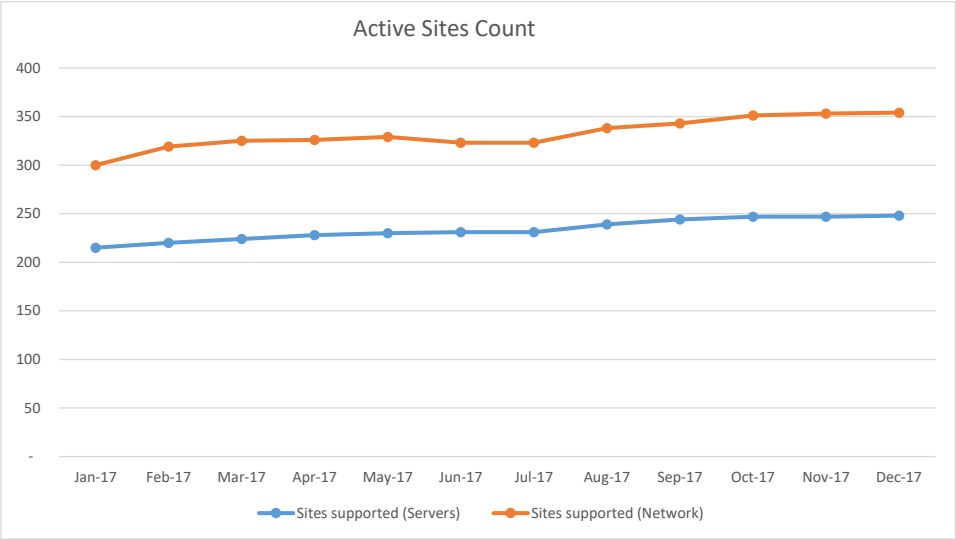
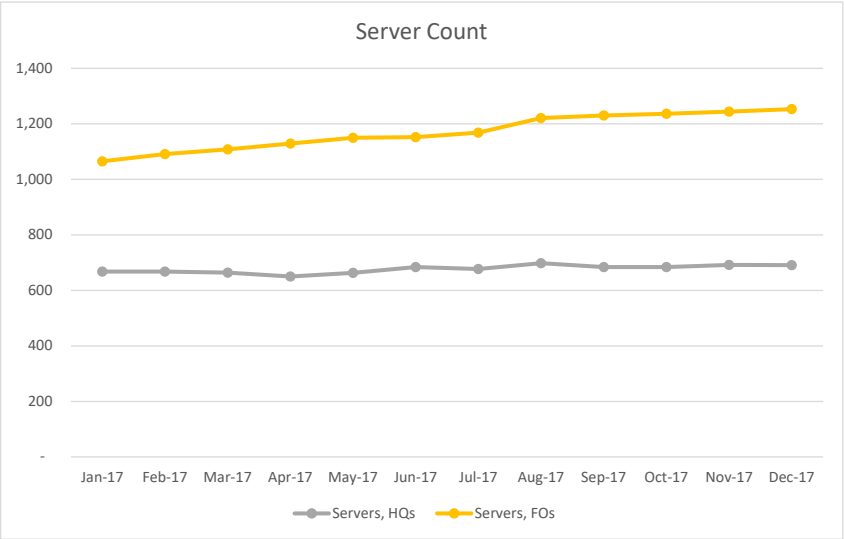
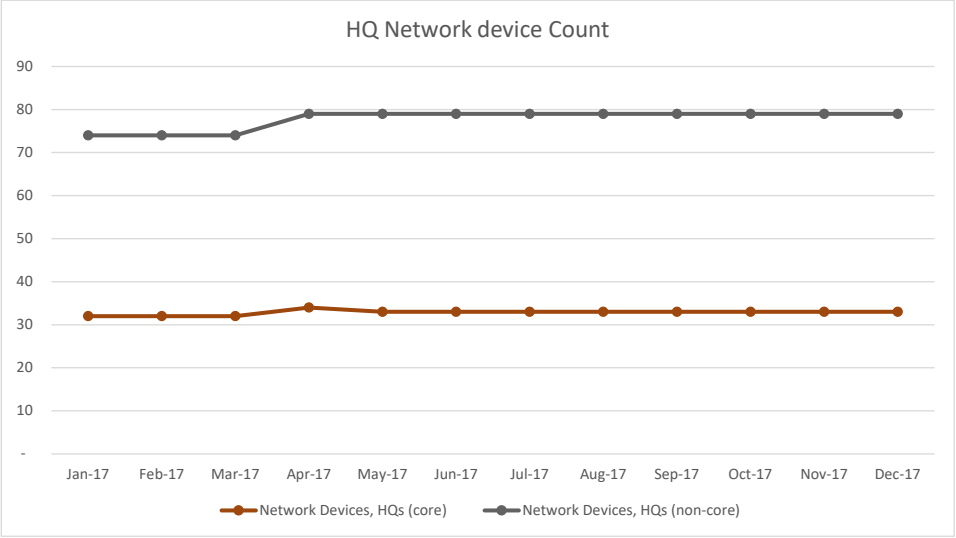
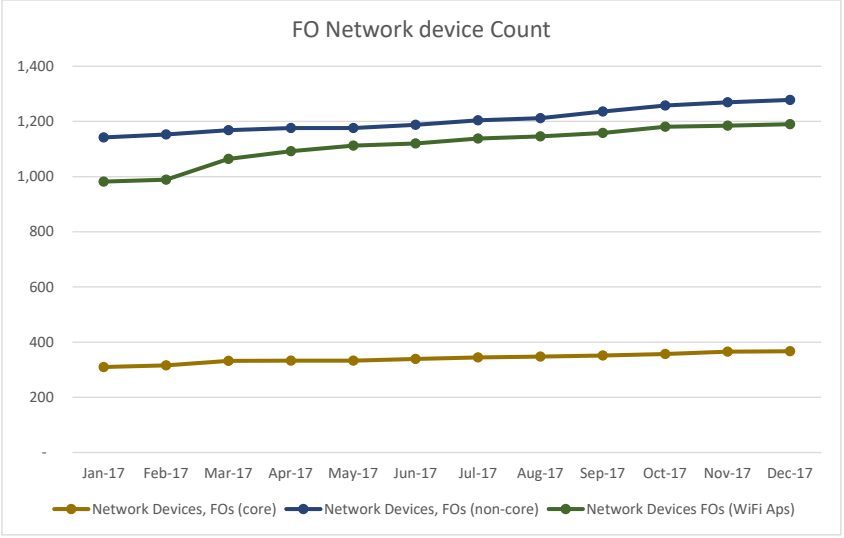
UNHCR
2017 Resource Category Counts

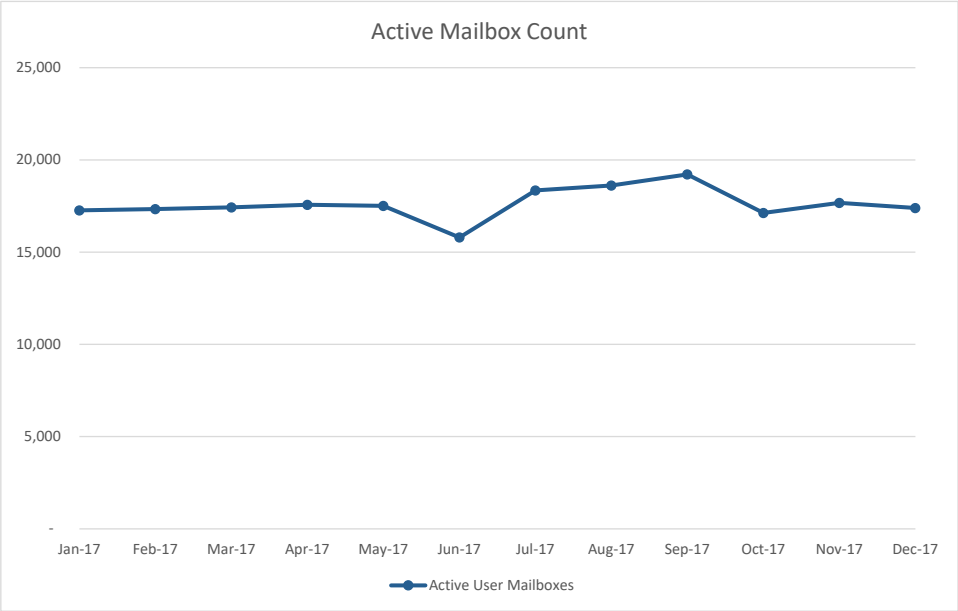
Description	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Sites supported (Servers)	215	220	224	228	230	231	231	239	244	247	247	248
Sites supported (Network)	300	319	325	326	329	323	323	338	343	351	353	354
Servers, HQs	668	668	664	650	663	684	677	698	684	684	692	691
Servers, FOs	1,065	1,091	1,108	1,129	1,150	1,152	1,168	1,221	1,230	1,236	1,244	1,253
Desktops, Laptops, Printers, HQs	2,302	2,252	2,169	2,138	2,148	2,296	2,296	2,321	2,029	2,116	2,143	2,145
Desktops, Laptops, Printers, FOs	10,812	11,455	11,697	11,902	11,934	11,559	11,634	11,726	11,745	11,283	10,866	11,701
Active User Mailboxes	17,268	17,332	17,426	17,564	17,505	15,797	18,349	18,612	19,214	17,123	17,671	17,391
Network Devices, HQs (core)	32	32	32	34	33	33	33	33	33	33	33	33
Network Devices, HQs (non-core)	74	74	74	79	79	79	79	79	79	79	79	79
Network Devices, FOs (core)	310	316	332	333	333	339	345	348	352	357	366	367
Network Devices, FOs (non-core)	1,142	1,153	1,168	1,176	1,176	1,188	1,204	1,212	1,236	1,258	1,269	1,278
Network Devices FOs (WiFi Aps)	982	989	1,064	1,092	1,112	1,120	1,138	1,146	1,158	1,181	1,185	1,190
IMACs	247	347	366	560	398	341	606	574	720	547	475	439
GSD Pass-through tickets	6,377	5,055	5,530	4,216	6,618	6,230	6,359	6,956	7,211	8,449	7,648	6,549
GSD General tickets	3,220	2,403	2,636	2,028	2,427	2,282	2,315	2,349	2,765	3,472	3,213	2,079

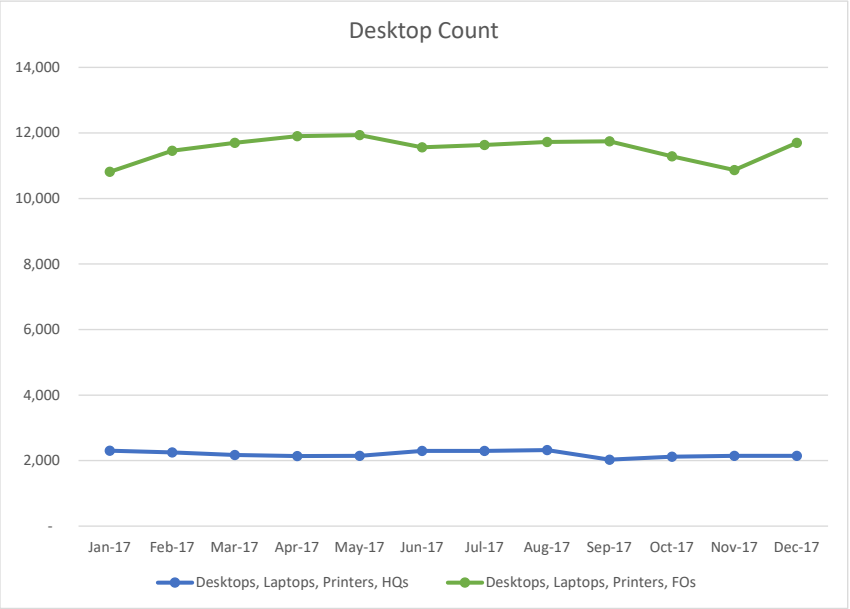

Active Sites Count
400
350
300
250
200
150
100
50
-
Jan-17
Feb-17
Mar-17
Apr-17
May-17
Jun-17
Jul-17
Aug-17
Sep-17
Oct-17
Nov-17
Dec-17
Sites supported (Servers)
Sites supported (Network)

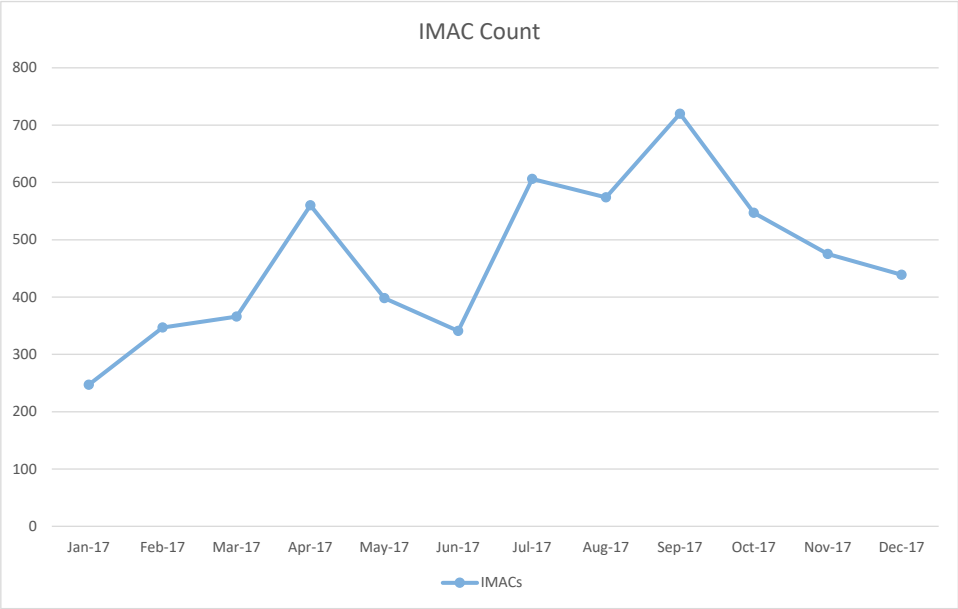

Server Count
1,400
1,200
1,000
800
600
400
200
-
Jan-17
Feb-17
Mar-17
Apr-17
May-17
Jun-17
Jul-17
Aug-17
Sep-17
Oct-17
Nov-17
Dec-17
Servers, HQs
Servers, FOs

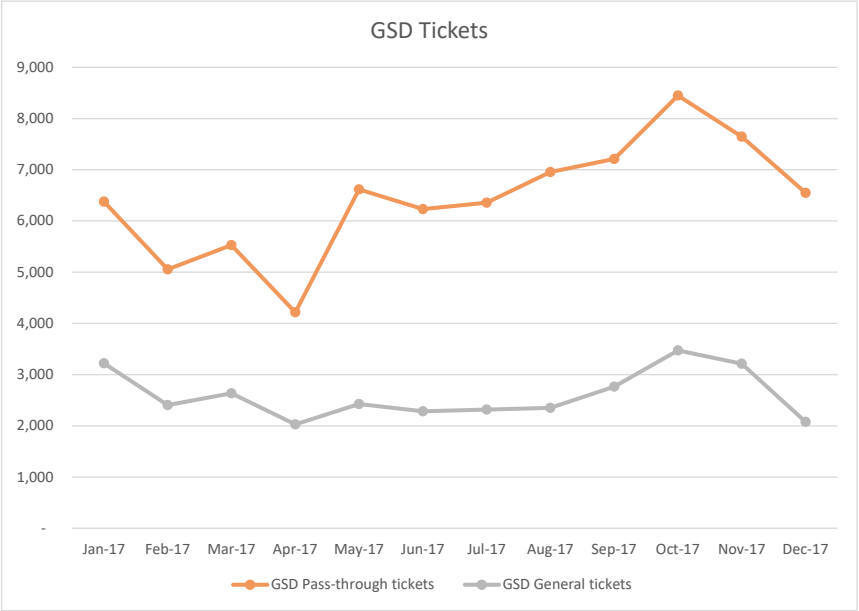

HQ Network device Count
90
80
70
60
50
40
30
20
10
-
Jan-17
Feb-17
Mar-17
Apr-17
May-17
Jun-17
Jul-17
Aug-17
Sep-17
Oct-17
Nov-17
Dec-17
Network Devices, HQs (core)
Network Devices, HQs (non-core)


FO Network device Count
1,400
1,200
1,000
800
600
400
200
-
Jan-17
Feb-17
Mar-17
Apr-17
May-17
Jun-17
Jul-17
Aug-17
Sep-17
Oct-17
Nov-17
Dec-17
Network Devices, FOs (core)
Network Devices, FOs (non-core)
Network Devices FOs (WiFi Aps)


Active Mailbox Count
25,000
20,000
15,000
10,000
5,000
-
Jan-17
Feb-17
Mar-17
Apr-17
May-17
Jun-17
Jul-17
Aug-17
Sep-17
Oct-17
Nov-17
Dec-17
Active User Mailboxes


Desktop Count
14,000
12,000
10,000
8,000
6,000
4,000
2,000
-
Jan-17
Feb-17
Mar-17
Apr-17
May-17
Jun-17
Jul-17
Aug-17
Sep-17
Oct-17
Nov-17
Dec-17
Desktops, Laptops, Printers, HQs
Desktops, Laptops, Printers, FOs


IMAC Count
800
700
600
500
400
300
200
100
0
Jan-17
Feb-17
Mar-17
Apr-17
May-17
Jun-17
Jul-17
Aug-17
Sep-17
Oct-17
Nov-17
Dec-17
IMACs


GSD Tickets
9,000
8,000
7,000
6,000
5,000
4,000
3,000
2,000
1,000
-
Jan-17
Feb-17
Mar-17
Apr-17
May-17
Jun-17
Jul-17
Aug-17
Sep-17
Oct-17
Nov-17
Dec-17
GSD Pass-through tickets
GSD General tickets

BaseCategory	(All)	Tickets by Criticality - Pass-Through and General Tickets

Count of Ref. No.	Column Labels												
Criticality	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
C1	3	1	2	1	6		1		1	2			17
C2	35	20	28	24	28	25	13	14	9	14	9	14	233
C3	801	651	765	615	875	753	797	759	1,039	882	1,028	688	9,653
C4	3,464	2,413	2,646	2,150	2,926	2,960	2,779	3,191	4,355	5,401	4,891	4,044	41,220
C5	6,217	4,932	5,444	4,108	6,245	5,750	5,872	6,196	5,442	6,724	5,967	4,960	67,857
C6	19	5	45	11	49	18	23	25	48	17	21	19	300
Grand Total	**10,539**	**8,022**	**8,930**	**6,909**	**10,129**	**9,506**	**9,485**	**10,185**	**10,894**	**13,040**	**11,916**	**9,725**	**119,280**

Response Level	Priority	Description
C1	**Emergency**	Organization disruption and/or degradation of business critical services, i.e. emergency change.
C2	**Major**	Severely affecting large numbers of users or some key users. No workaround available, i.e. urgent change.
C3, C4	**Minor**	No severe impact but rectification cannot be deferred until the next scheduled release/maintenance window or upgrade, i.e. extended scheduled change or urgent change.
C5	**Standard**	All non-emergency changes, i.e. local, pre-approved and scheduled changes.

BaseCategory	Incident	Tickets by Region

Count of Ref. No.	Column Labels												
Region and Site	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
Africa	11	8	4	6	11	13	4	7	5	18	16	4	107
Americas and the Caribbean	142	96	110	86	144	206	141	158	117	91	142	167	1,600
Asia & the Pacific	3				1	1	1	3		6	2	2	19
Asia and the Pacific	155	48	71	63	142	117	96	102	58	112	122	110	1,196
Central Africa and Great Lakes	137	41	59	63	93	92	70	61	77	105	76	58	932
East Africa	262	125	127	129	172	203	165	127	149	217	199	154	2,029
Europe	278	116	158	84	146	186	146	133	172	177	171	114	1,881
External	7						1			2			10
Headquarters	1,056	477	661	528	852	789	755	1,406	1,608	1,674	1,824	1,475	13,105
Mena	321	123	126	118	216	208	191	188	117	247	205	160	2,220
Southern Africa	83	21	19	16	20	26	28	31	28	39	37	15	363
West Africa	88	27	35	34	49	60	35	44	41	50	43	27	533
(blank)	154	43	36	50	45	48	56	69	48	53	131	47	780
Grand Total	2,697	1,125	1,406	1,177	1,891	1,949	1,689	2,329	2,420	2,791	2,968	2,333	24,775

BaseCategory	Incident	Tickets by Region and Site

Count of Ref. No.	Column Labels												
Region and Site	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
Africa	**11**	**8**	**4**	**6**	**11**	**13**	**4**	**7**	**5**	**18**	**16**	**4**	**107**
SUDKH	11	8	4	6	11	13	4	7	5	18	16	4	107
Americas and the Caribbean	**142**	**96**	**110**	**86**	**144**	**206**	**141**	**158**	**117**	**91**	**142**	**167**	**1,600**
ARGBU	7	4	7	1	1	4	7	6	5	5	5	7	59
BRABR	7	4	3	5	2	2	5	7	1	1	3	3	43
CANOT	6	7	7	2	6	4		3	6	6	4	5	56
CANT1	3	3	3	1		4	3	4	8		3	3	35
CHLSA								1					1
COLBO	6	10	2	3	10	6	3	4	8	6	8	8	74
COLBU										1			1
COLME	2			1					1	1	1	1	7
COSS1	5	2	1	1		2		6	2	1			20
COSSA	5	2		6	3	5	4	3	6	3	3	1	41
DOMSA	1			1	1	1	1					1	6
ECUQU	6	1	3	1	7	1	5	4	4	5	8		45
HAIPO	1			1									2
MEXME	14	10		8	19	9		2	10	5	9	3	89
PANPA	18	7	6	1	3	10	5	5	2	8	15	6	86
USANE	1			3		1	6			2	1		14
USAWA	58	45	75	51	91	156	101	112	61	46	77	126	999
VENCA	2	1	3		1	1	1	1	3	1	5	3	22
Asia & the Pacific	**3**				**1**	**1**	**1**	**3**		**6**	**2**	**2**	**19**
NEPJH	3				1	1	1	3		6	2	2	19
Asia and the Pacific	**155**	**48**	**71**	**63**	**142**	**117**	**96**	**102**	**58**	**112**	**122**	**110**	**1,196**
AFGHE	1	3	1	3		1	1		1	5	2	4	22
AFGJA	3				4	1			1	1	4	3	17
AFGKA	16	2	5	3	16	5	5	10	4	8	3	8	85
AFGKD	2		1	1	2	1		1		1	2	2	13
AFGKH	1						1		1	1			4
AFGMA	8	1		1	3	1	1			4	1		20
AULCA	1	2	1		1	5	2	4	1		2	2	21

BaseCategory	Incident	Tickets by Region and Site

Count of Ref. No.	Column Labels												
Region and Site	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
BGDCO	9	2	7	4	15	8	4	6	7	12	4	5	83
BGDDA	5		1	4		1	14	2	4	4	2	7	44
CAMPH										1			1
CHIBE	1		3		5	2		2	1	6	4	5	29
CHIHO	9	1	1	3	1	2		1	3	3	1	3	28
INDNE	7	2	2	5	4	2	5	3	1	1	4	4	40
INSJA	4	1	5	1	3	3	5	2	2	5	5	5	41
JPNTO	5		6	3	3	4		2	1	4	2	2	32
KORSE		1			3	4	3	1	1	1	3	2	19
LKACO	4	4	5	7	2	7	2	3	1	5	9	5	54
LKAKI	1												1
MLSLU	9	5	5	5	6	4	5	4	3	5	2	8	61
MYABH				1									1
MYAHA					1								1
MYAMA					1		2	4	1			2	10
MYAMK	1				2	1	2	1	2				9
MYASI					1	1		2	1		1	1	7
MYAYA	7	1	1	4	8	7	3	7	2	3	7	8	58
NEPKA	1		2	1	7	4		2			5	1	23
PAKIS	10	7	2	6	11	3	7	13	3	8	12	3	85
PAKPE	11	3		2	8	2	7	1	1	9	6	3	53
PAKQU	5	1	2		3	2	1	1	1		2	2	20
PHICO	2										1	1	4
PHIMA	9	2	1	1	1	2	3	1	2	4	6	3	35
THABA	8		4	1	5	8	6	2		3	6	3	46
THABM	5	2	1		1	2	2	1	1		3		18
THAKC						1			1	1		1	4
THAMH	2	2		1	3		1	2	1	1	1		14
THAMS					2	1	1	2					6
THARO	8	6	15	6	20	32	13	22	10	16	22	17	187
Central Africa and Great Lakes	**137**	**41**	**59**	**63**	**93**	**92**	**70**	**61**	**77**	**105**	**76**	**58**	**932**

BaseCategory	Incident	Tickets by Region and Site

Count of Ref. No.	Column Labels												
Region and Site	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
BDIBU	6	1	2		3	1	3		2	1	5	3	27
BDIMA	2	1			1	3	1	1		2	1	2	14
BDIMU	1	2	2	1		1			2	6			15
BDIRU	2		3			1	2			1	3	1	13
CARBA	13	9	7	6	6	5	1	4	6	10	8	7	82
CARBO	1												1
CARBR	5		1	2	1					1	1		11
CARPA									1			1	2
CMRBA				2	4	1	1		2	3	1	3	17
CMRBE			1	2	3	1	1	1	2	1	1		13
CMRDJ	1					1	1	1					4
CMRDO	2					2	4		1	1	1	1	12
CMRMA	3	1	1	4	5	4	3	3	2	5	4	3	38
CMRME	2	1	2	2		2		2	2	4	2		19
CMRYA	8	3	5	4	6	5	2	4	4	6	4	1	52
COBBE	1	1		3			2	1	1	1		1	11
COBBR	8	1	3		1	5	2	2	5	9	5	3	44
CODAR	3	1	1	1	8	1	2		4	3		2	26
CODBI	1	1			2	1		1			2	1	9
CODBN	1		2		1								4
CODBU	3		1		2		1	1		2		2	12
CODDU							1						1
CODGB	1		1		2	3	4	4	2	1	1		19
CODGO	5	1	3	3		2	4	4	5	1	1	1	30
CODKI	16	5	7	8	15	10	10	8	11	12	7	5	114
CODKL						2						2	4
CODKM						1				1			2
CODLI	1		1	1		1				2		1	7
CODMK	1						2		1	1	1		6
CODUV						1							1
CODZO	1		1										2

BaseCategory	Incident	Tickets by Region and Site

Count of Ref. No.	Column Labels												
Region and Site	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
RWABU	1			1	2			2	4	4			14
RWABY			1	1		1	1	1		2		1	8
RWACY	1												1
RWAGI	1											1	2
RWAKI	17	3	6	6	12	11	7	8	2	5	12	7	96
RWAKR	3					1	1			3			8
RWAKY	2	3	1	3		1	4	1	2	1			18
TANDA	8	2	1	12	10	14	4	6	4	6	5	1	73
TANKB	8	4	3	1	6	6	5	3	6	3	4	6	55
TANKI			1							1			2
TANKS	6	1	2		3	3	1	3	4	5	7	1	36
TANMP	2					1			2	1		1	7
East Africa	**262**	**125**	**127**	**129**	**172**	**203**	**165**	**127**	**149**	**217**	**199**	**154**	**2,029**
CHDAJ									4	2		1	7
CHDBS	1		1			2			1	2	1		8
CHDFA	3		1	3	3	2	2	3	4	1	1		23
CHDGB		3	1			3	2	2	1	1	2	3	18
CHDGO	8	3	2	1	5	2	1	4	5	2	6	4	43
CHDGU			1					1		1			3
CHDHA	1	1							1				3
CHDHH		1		1			1						3
CHDIR	5						1	1	4		3	1	15
CHDKO				1		2			1			1	5
CHDND	16	10	9	10	11	18	10	5	7	8	11	11	126
DJBAL	1		1		1						1		4
DJBDJ	6	1	2	1	3	3	3		4	4	3	2	32
DJBOB										1			1
ERTAS	1		1	3	3	2	2	2		1			15
ETHAD	13	9	8	4	15	16	11	16	8	7	11	16	134
ETHAO	2	3	1	3	2	4	7	4	1	3	3	3	36
ETHAU	2		1				1		2	1	1	1	9

BaseCategory	Incident	Tickets by Region and Site

Count of Ref. No.	Column Labels												
Region and Site	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
ETHFU	6	2		4			3	2	1	1	1	3	23
ETHGA	8	2	4	1	1	3	3	3	3	7	6	3	44
ETHJI	1			1	4	2		2	2	3		3	18
ETHMK	6		2	4	6	11	5	4	3	13	9	3	66
ETHMQ			1							1			2
ETHSH	4	2	4	2	3			4	3	7	2	4	35
KENAL	3		1		1		3		2	2	3		15
KENDA	18	7	5	3	2	11	8	1	1	4	9	5	74
KENKA	14	9	13	7	7	16	7	5	8	9	7	5	107
KENNA	15	9	10	14	14	9	4	6	14	12	8	3	118
KENRH	25	11	8	4	18	16	16	6	10	18	17	17	166
KENSM	5	2	1	3	5	2	1	2	3	2	3	2	31
SOMBS	2	1	1		1		1	1	1	1		1	10
SOMGK	2		1		1	1	4	1	1	2	1		14
SOMHA	3		1		1	1							6
SOMMO	6	7	6	5	4	6	4	9	6	10	7	6	76
SSDBO	3	3	1		3	1		1				1	13
SSDBT		1								1			2
SSDBU	2	1		7	4	1	2	2	1	2	2	2	26
SSDJM	12	3	1	6	1	5	6	1	7	8	11	7	68
SSDJU	13	11	9	16	10	20	12	7	9	22	10	9	148
SSDMA			1		2		1	1			1		6
SSDYA	2	2				1				3	1	2	11
SSDYE	1				1	2	2		1	3	2	1	13
SSDYI	1	1											2
SUDEF	1						1			1	1		4
SUDEL	5	1	1	1	1	1	4	1	1	8	1	4	29
SUDES	1												1
SUDKA	18	2	2	5	5	11	7	3	1	8	6	3	71
UGAAD	4	4	5	2	1	6	7	3	3	5	7	9	56
UGAAR	4	2	3	8	7	3	4	8	8	7	8	8	70

BaseCategory	Incident	Tickets by Region and Site

Count of Ref. No.	Column Labels												
Region and Site	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
UGAHO	1	1	2	3	6	5	1	3	2	3	5	3	35
UGAKA	10	8	10	4	17	14	14	11	15	18	21	6	148
UGAKR	1							1					2
UGAKW										1		1	2
UGAKY	1												1
UGAMB	1	2	4	2	3	1	4	1		1	6		25
UGANA	1										1		2
UGARW	3		1										4
Europe	**278**	**116**	**158**	**84**	**146**	**186**	**146**	**133**	**172**	**177**	**171**	**114**	**1,881**
ALBTI	2	1	2			1	2		1	2			11
ARMYE	4					4				1		1	10
AUSVI	1	5		1	5	2		5	1	1	2	1	24
AZEBA	3		3		5	6	1	5	2	1	2	3	31
BELHQ	26	15	18	6	13	14	6	13	16	7	13	7	154
BLRMI	2	1		1	1		2	4	6			3	20
BSNSA	4	1	1	1	3	2		6	4	7	5	6	40
BULSO	1	1	1	1	2		4	2		3	2	2	19
CYPNI	6		3	1	4	4	2	2	7	1	2	3	35
CZEPR	2									1	1	2	6
FRAPA	2	1			6	1		3	2	3	4	1	23
FRAST					1	2			3		1		7
GBRLO	11	8	8	16	8	13	14	12	11	24	10	7	142
GEOTB	3	2	4	1	2	1		4	3	6	4	1	31
GFRBE	1	1	2	1		3	1	1	1	1	2	1	15
GFRNU		2	1								1		4
GREAT	50	11	25	10	22	23	26	9	11	32	21	9	249
GRELE	5	5	3	3	4	1	2		2	1	2	2	30
GRETH	9	1	1	1	5	5	3	3	8	6	5	3	50
HRVZA	2	1	1			2	4			1	1		12
HUNBU	11	3	3	2	2	7	5	5	6	2	3		49
IREDU	2	2	3	3	1	3		1	2	1	1	1	20

BaseCategory	Incident	Tickets by Region and Site

Count of Ref. No.	Column Labels												
Region and Site	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
ITARO	21	13	20	12	9	14	9	5	12	12	12	8	147
MCDSK	3	1	3	2	3	4	4	1	1	4	4		30
MDACH		1				1	3			1		2	8
MNEPO	4		1	2	2	1	3	1	2			1	17
MTAVA	6	2	5	2	6	1	1	2	11	1		2	39
NETTH	1	3		1	2	2	5	1	6	2	4		27
POLWA	1	2	4	1	1	4		3	1	1			18
ROMBU						2	1	1	3	1	4	2	14
RUSMO	1		6	2		6		1	4	4	5	3	32
SPAMA	4			3	7	4	6	3	4	3	3	10	47
SRBBE	13	3	5	3	6	14	6	5	5	8	7	4	79
SRBPE							1						1
SRBPR	3		3		1	1		2	1	4	3		18
SVNLJ						1							1
SWEST	17	6	7	1	2	5	10	4	5	2	7	4	70
TURA2	15	2	4	1		2	6	3	5	3	5	8	54
TURAN	29	16	13	5	17	20	8	14	16	19	18	12	187
UKRKI	13	6	8	1	6	10	11	12	10	11	17	5	110
External	**7**						**1**			**2**			**10**
External	7						1			2			10
Headquarters	**1,056**	**477**	**661**	**528**	**852**	**789**	**755**	**1,406**	**1,608**	**1,674**	**1,824**	**1,475**	**13,105**
DENCO	75	30	45	31	59	49	45	55	59	76	70	45	639
HUNHQ	365	169	209	148	268	209	205	189	252	239	219	146	2,618
SWIGE	616	278	407	349	525	531	505	1,162	1,297	1,359	1,535	1,284	9,848
Mena	**321**	**123**	**126**	**118**	**216**	**208**	**191**	**188**	**117**	**247**	**205**	**160**	**2,220**
ALGAL	1		1			1		1	1	1	1		7
ALGTI	5	3			1	3	2	1	2	3	4	3	27
AREAL	2			3		4	3	1		2	3	1	19
ARECA	3	2	2	3	2	5	1	4		3	3	2	30
ARERS	11	3	3	2		4	2	2	3	2	8	4	44
AREZA	8	2	3	3	2	6	1	7	2	13	8	5	60

BaseCategory	Incident	Tickets by Region and Site

Count of Ref. No.	Column Labels												
Region and Site	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
IRNDO											1	1	2
IRNES	1									1	1		3
IRNKM	2		2	1	3			2	3	5	5	4	27
IRNMA				1			2	2		4	4	1	14
IRNSH	2			1	4		2		1		1	3	14
IRNTE	6	4	3	1	1	4	5	9	2	10	12	4	61
IRQBA	17	7	6	7	12	12	5	5	5	10	5	5	96
IRQBS										1	1		2
IRQDU		1		3	4	4	4		1	2	2	2	23
IRQER	19	2	4	7	12	13	7	12	5	14	7	3	105
IRQKI	1		1	2	1		1			3			9
IRQSU	4		2	3	2	1		1	2	5		2	22
ISRTE	4	7	1	1	5	5	3	3		6	2	1	38
JORAM	38	14	9	7	16	17	9	8	14	15	8	5	160
JORAZ	2	1	1			1	2	1	1	1		2	12
JORIR	2					3	2	1		1			9
JORMA	8		2	3		4		1	1	1	4		24
JORRH	13	6	4	5	15	11	6	7	3	15	3	10	98
JORSH	41	20	24	24	49	29	73	63	18	40	27	22	430
KAZAL	4			2	1	1	1		1	3	1	2	16
KGZBI	2			1			1	2	3	1	1		11
KUWKU	1	1			2	2	2		1		1	1	11
LBYTR	9	7	5	1	3	5	2	4	3	9	5	8	61
LEBBE	27	13	8	7	20	14	7	9	8	9	15	18	155
LEBQT	1	1	2		2	2		1	1		1		11
LEBTR	9	1	7	2	3	4	2	2	4	5	2	5	46
LEBTY	1	3	2	2	2		3	2		2	1	4	22
LEBZA	11		3		5	3	3	2	2	2	1	3	35
MAUBA	3	3			1	3		1		1	2	1	15
MAUNO	2	3	1	1	3	3	2	5	3	4	7	3	37
MORRA	3	4	4	1	4	2	5	6	3	6	5	2	45

BaseCategory	Incident	Tickets by Region and Site

Count of Ref. No.	Column Labels												
Region and Site	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
SAURI	3		1		1	3			1	2	8	1	20
SYRDA	15	8	7	10	23	19	20	14	14	18	27	15	190
SYRTA	3		1					1		1	1		7
TJKDU	1					3				1		5	10
TUNTU	5	3	2	6	2	8	4	1	5	5	2	1	44
TUNZA	1				2							1	4
UAEAB	5	3	3	3	3	2	2	1		4	2		28
UAEDU					2			3		1	1		7
WSHLA	4		1		1			1	1	3	2	1	14
YEMAD	4		3		2	3	4	1		3	2	4	26
YEMSA	17	1	8	5	5	4	3	1	3	9	8	5	69
Southern Africa	**83**	**21**	**19**	**16**	**20**	**26**	**28**	**31**	**28**	**39**	**37**	**15**	**363**
ANGLU	4	3	1	1	3	4	7	5	4	6	3		41
BOTGA	2		1				1			1			5
MLWLI	10	4	2	1	3	7	3	3	1	4	4	2	44
MLWMW		1	2									1	4
MOZMA	1			2	1	1		1			2		8
MOZNA	4		3	2	1	3	3	2	2	4	3	2	29
RSAMU	2								1		1		4
RSAPR	13	6	4	8	7	3	6	9	8	11	11	5	91
ZAMKO	3				1	1	3	1	1	1	1		12
ZAMLU	35	4	4	1	3	6	1	6	6	6	5	1	78
ZAMSO	2	3	2				1		2	1	4	1	16
ZIMHA	7			1	1	1	3	4	3	5	3	3	31
West Africa	**88**	**27**	**35**	**34**	**49**	**60**	**35**	**44**	**41**	**50**	**43**	**27**	**533**
BENCO						2							2
BKFDJ	3								1				4
BKFDO	1			1	4	1	1		1	1	2	2	14
BKFOU	4	1	2	2	7	3	3	2	4	1	2	4	35
GAMBA			1		3				1		1		6
GHAAC	3		3		2	5	2	4	3	1	3	3	29

BaseCategory	Incident	Tickets by Region and Site

Count of Ref. No.	Column Labels												
Region and Site	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
GHATA	1			1									2
GNBBI	1				1				1	2			5
GUICO	1		1	1	1	1	1	4			1		11
GUINZ	1	1	1						1		1		5
ICOAB	3	2	3	6	2	8	1	3	3	3	1		35
ICOGU	5	3				2	1	1		1	1		14
ICOTA											1		1
LBRHA	1		1						1				3
LBRMO	11	2	2	6	3	4	2	6	2	3	3		44
LBRSC	1												1
LBRZW	2	2		1	1	1	1	1	1	3			13
MLIBA	10	4	4	2	4	1	1	1	1	3	3	1	35
MLIGA	5					2							7
MLIMO			1										1
MLITO				1									1
NGRDI	4		1			3		1		2	1		12
NGRNI	3	2	4	2	5	5	1	4	8	8	3	3	48
NGROU									1	1			2
NIGAB	9		3	2	4	3	5	6	1	6	2	4	45
NIGMA	7		2	1	3	3	3		3		5	4	31
SENDA	11	10	4	6	7	15	13	9	8	13	10	6	112
SLEFR					2					1	2		5
TOGLO	1		2	2		1		2		1	1		10
(blank)	**154**	**43**	**36**	**50**	**45**	**48**	**56**	**69**	**48**	**53**	**131**	**47**	**780**
(blank)	154	43	36	50	45	48	56	69	48	53	131	47	780
Grand Total	**2,697**	**1,125**	**1,406**	**1,177**	**1,891**	**1,949**	**1,689**	**2,329**	**2,420**	**2,791**	**2,968**	**2,333**	**24,775**

BaseCategory	Incident	Non-VIP / VIP Tickets

Count of Ref. No.	Column Labels												
Row Labels	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Grand Total**
Non-VIP	2,665	1,113	1,385	1,165	1,873	1,936	1,683	2,319	2,405	2,780	2,959	2,325	24,608
VIP	32	12	21	12	18	13	6	10	15	11	9	8	167
Grand Total	**2,697**	**1,125**	**1,406**	**1,177**	**1,891**	**1,949**	**1,689**	**2,329**	**2,420**	**2,791**	**2,968**	**2,333**	**24,775**

UNHCR
2017 Global Service Desk Resolved by Month

Count of Ref. Number	Column Labels												
CI	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
Adobe Acrobat		6	5	2	5	3	2	9	5	12	7	2	58
All Staff Broadcast	67	61	82	66	93	86	76	52	65	61	89	89	887
Android support	1							1			1		3
Backup / Data Backup								1					1
BIMS	1					1				1	1		4
Conference Tele	435	349	449	325	475	350	400	376	401	471	437	295	4,763
Conference Video		1	3	1	2	2	1	1	1	4	8	3	27
Conference WebEx	39	57	58	40	57	51	50	60	49	63	49	27	600
Connectivity	43	46	58	29	32	68	43	48	31	25	22	48	493
Desktop Support	46	33	22	21	21	19	14	22	25	44	47	40	354
DSS Administration	8	10	25	34	20	22	23	27	32	32	25	46	304
ePAD Change End Date												1	1
ePAD Change Reviewing Officer	2												2
ePAD General Question	6	3	1			2			2	2		2	18
Finance	5	4	5	2	11	6	4	8	5	1	4	5	60
Finance AccountsPayable												1	1
Finance Budget				1									1
Finance GeneralLedger										1			1
Finance ImplementingPartner			1							1		1	3
Finance Travel&Expenses						1				1			2
Focus Reader										1			1
General request	46	32	20	23	30	23	38	26	29	41	38	35	381
Global Focus Insight				1									1
HR Absence and Vacation			1					1				2	4
HR General question	1	1	2	1					2	1	1	1	10
HR Support	93	81	85	101	98	101	142	158	133	156	425	235	1,808
Hyperion EPM						1			1	1			3
Install Microsoft Access	2		1	1	1				1				6
Install Microsoft Project	1								2			1	4
Install Microsoft Visio	1		3	1	2		2	2			2		13

UNHCR
2017 Global Service Desk Resolved by Month

Count of Ref. Number	Column Labels												
CI	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
Install new Peripheral					1					1			2
Install new Screen/Monitor							2						2
Install new software	16	20	17	12	15	14	15	16	21	12	9	2	169
iPhone support	1	2	1	2	1	3	1	4	3		1	1	20
IrisGuard		1											1
LANDesk	4	1			2	1	2		2		1	2	15
Laptop Support		1	2		1	3	6	4	5	3	2	1	28
Local Admin Rights	6	4	23	10	16	11	9	18	39	62	35	21	254
McAfee (ePO)												1	1
Microsoft Exchange											1		1
MIP				3	4		3	2		2	2	2	18
MSRP 9.2 Upgrade					2								2
MSRP HR Upgrade			1										1
MSRP Portal Upgrade	1	1		1	1		1					2	7
Other Application	8	14	15	16	20	19	6	27	25	17	31	16	214
Partner Portal											1	1	2
Password Active Directory	32	44	107	102	98	162	134	101	263	371	200	55	1,669
Password e-SAFE		1	16	25	23	18	18	11	7	9	14	6	148
Password Focus												1	1
Password Intranet	165	69	74	86	75	79	116	107	136	194	270	158	1,529
Password Learn&Connect	47	55	57	65	73	53	66	51	66	96	128	78	835
Password MSRP	370	300	344	249	286	386	368	372	443	496	593	433	4,640
Password VPN Remote Access	2												2
Password WiFi Account	3	1	3	2	1	1		1		2		2	16
Patches and Updates			2		1		2			2			7
Platform General										1			1
Printer support	139	66	78	22	35	38	45	33	34	31	29	24	574
ProGres V3	1					2					1	2	6
ProGres V4	2	1	3	1	1	4				2	3	1	18
Report Spam/Viruses	5	3	4	1	6	1		8	2	2	2	1	35

UNHCR
2017 Global Service Desk Resolved by Month

Count of Ref. Number	Column Labels												
CI	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
Restore / Data Restore			1						1				2
SCOM Alert								1					1
Server Support	3	2	2	1	4	1		1	4	4	3	1	26
Shared Folder Access	8	8	6	3	9	6	6	12	8	28	12	2	108
Supply Chain	4	1	1	1	5	5	1	3	3		5	4	33
SupplyChain AssetManagement						1							1
SupplyChain Procurement PurchaseOrder		1	1	1								1	4
SupplyChain Procurement Requisitions	1												1
Support Browser	15	17	28	26	14	14	17	29	26	12	18	9	225
Support e-SAFE			1	2	1			1	1	3			9
Support FOCUS	4	1	1	2	1	3				1	2		15
Support Intranet	235	99	36	33	30	42	21	40	21	75	56	24	712
Support Learn and Connect	24	29	4	7	7	9	5	3	8	17	12	4	129
Support Migration Outlook					4		1	1	7	5	1		19
Support MS Access					2	1	1			1			5
Support MS Excel	1	4	2	1	4	1		4	1	1		2	21
Support MS Lync	5	7	15	2	7	11	2	8	15	15	8	14	109
Support MS Powerpoint		1									1		2
Support MS Project		1						1					2
Support MS Publisher							1						1
Support MS Visio								1		1		1	3
Support MS Word	1	5	4	6	6	6	6	3	1	7	5	3	53
Support Office 365					6	9	19	15	31	12	1		93
Support Outlook	111	99	113	65	85	86	82	108	149	124	90	40	1,152
Support SharePoint	3	4	5	1	4		2	3	4		3	4	33
Support Windows 7		2	3	1	1	1		1	5	2	1		17
Support Windows 8			2							1			3
Technical Alerts	5	4	6	6	1	2	3	4	1	2			34
Telephony	7	9	5	3	4	4	4	4	2	7	3		52
UMP - User Management Portal							1		1	2	1	1	6

UNHCR
2017 Global Service Desk Resolved by Month

Count of Ref. Number	Column Labels												
CI	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Grand Total**
UN Physicians / Medical Practitioners												1	1
User Administration Active Directory	154	81	38	22	33	54	43	57	150	176	102	155	1,065
User Administration e-SAFE	1		1			1	1			6	6		16
User Administration FOCUS		2							1	1			4
User Administration GroupWise												1	1
User Administration Intranet	390	226	172	148	197	187	157	170	154	348	119	31	2,299
User Administration LANDesk					1	1			1		3		6
User Administration Learn and Connect	35	30	16	30	27	19	32	29	20	39	29	13	319
User Administration MSRP	182	101	49	43	45	58	48	48	74	111	78	58	895
VPN Remote Access		2	1				1		2			1	7
Web services		1			2			2			2		7
Yammer												1	1
Grand Total	**2,788**	**2,005**	**2,081**	**1,650**	**2,009**	**2,053**	**2,043**	**2,096**	**2,521**	**3,223**	**3,040**	**2,015**	**27,524**

ITSM Categories

LongCategory	BaseCategory
ACCESS ISSUES	Request
Amazon Web Services	Incident
AMEND CHARTFIELD COMBINATION	Request
AP	Incident
Attestations for mobile subscriptions	Request
Audio conferencing (8831, MeetMe)	Incident
Billing integration	Incident
Billing System Integration	Request
Borrowing equipment	Request
BUC	Incident
Building Maintenance	Request
Call Routing	Request
Cannot browse	Incident
Cannot connect to WebEx session	Incident
Cannot establish video conference call	Incident
Cannot join wifi network	Incident
CD copying	Request
Class of Restriction (PIN Code)	Request
Cleaning BSC1	Request
Cleaning BSC2	Request
CME	Request
CMU	Request
Complaint	Enquiry
Computer	Request
Conference	Request
Configuration	Request
Coverage	Incident
Create Softphone/Cisco VPN	Request
Create/Modify	Request
CUCM/CME	Incident
Curtains and blinds BSC1	Request
Curtains and blinds BSC2	Request
Data Issues	Incident
Delivery services	Request
Deployment	Request
Device disconnecting	Incident
Device registration/configuration	Incident
Disposal	Request
Doors and windows BSC1	Request
Doors and windows BSC2	Request
Elevators BSC1	Request
Elevators BSC2	Request
Email	Request
Email Archive	Request
Emergency LAN	Request
Finalization	Request
Furniture	Request
General Information	Enquiry
Global Call Routing	Request
Guest ID	Request

ITSM Categories

LongCategory	BaseCategory
GVA Extension	Request
Hardware failure	Incident
Heating/cooling BSC1	Request
Heating/cooling BSC2	Request
High	Improvements
HQ extensions/PAMA	Incident
ID Creation	Request
ID Deletion	Request
ID Detail Modification	Request
ID Rights	Request
Identity Management	Request
Inbound/outbound calls	Incident
Incomplete Budget Check	Request
Installing pictures, boards and maps	Request
Intranet	Request
IP Phone	Incident
IT advice	Request
IT equipment	Request
ITEM CREATION	Request
ITEM DISCONTINUATION	Request
ITEM MODIFICATION	Request
ITEM SUPPLIER (linking)	Request
ITEMS	Request
LAN account	Request
LANadmin	Incident
Laptop	Request
Laptop Loan	Request
Lights and electricity BSC1	Request
Lights and electricity BSC2	Request
Local Calls	Request
LOCATION SETUP	Request
Low	Improvements
Low call quality	Incident
Low speed	Incident
Maintenance	Request
Maintenance of equipment and furniture	Request
MANAGING COMMITMENTS/BUDGET	Request
Medium	Improvements
Miscellaneous items	Request
Mobile device	Request
Modem	Incident
Modify Time on Phones	Request
Moving to/within BSC1	Request
Moving to/within BSC2	Request
MSRP Portal	Request
Network/Connectivity	Incident
New Module Deployment	Request
Nice To Have	Improvements
No access to both corp and internet	Incident
No audio and/or video	Incident

ITSM Categories

LongCategory	BaseCategory
No corp app access	Incident
No internet access	Incident
OFFICE CLOSURE	Request
OFFICE CREATION	Request
OFFICE MODIFICATION	Request
OFFICES	Request
Offsite Support HQ	Request
OTHER	Request
Other Network	Incident
Other video	Incident
Other voice	Incident
Other VSAT	Incident
Other WebEx	Incident
Other wifi	Incident
Others	Request
Others BSC1	Request
Others BSC2	Request
Password Reset	Request
PDA	Request
Phone Label / Name	Request
Phone or Extension	Request
Phone system not working	Incident
PO BUDGET ERROR	Request
PO CANCELLATION	Request
PO CREATION	Request
PO CREATION IP/CONS/CONTR	Request
PO DOC TOL ERROR	Request
PO MODIFICATION	Request
PO VOUCHER CREATION	Request
PO VOUCHER MATCH EXCEPTION	Request
Printer	Request
Printing	Incident
Procedure Guidance	Request
Procurement	Request
Project	Request
Purchase	Request
PURCHASE ORDER	Request
QUERY	Request
RECEIPT	Request
RECEIPT CANCELATION	Request
RECEIPT CREATION	Request
RECEIPT MODIFICATION	Request
REQ BUDGET ERROR	Request
REQ CANCELATION	Request
REQ CREATION	Request
REQ MODIFICATION	Request
REQUISITIONS	Request
Riverbed	Incident
Room rearrangement BSC1	Request
Room rearrangement BSC2	Request

ITSM Categories

LongCategory	BaseCategory
Router	Incident
Scanner	Request
Scanning	Request
Security	Incident
Security Systems BSC1	Request
Security Systems BSC2	Request
Server	Incident
Server	Request
Services	Request
Slow browsing	Incident
Software	Incident
Stationary	Request
Student help	Request
SUPPLIER	Request
SUPPLIER INACTIVATION	Request
SUPPLIER NOT OPEN FOR ODERING	Request
Supply Chain	Request
Switch	Incident
Tablet	Incident
Tablet	Request
Telephone Directory	Request
Through Geneva	Request
Training	Request
UPS or Power	Incident
Video conferencing	Incident
Voice	Incident
Voicemail for Extensions	Request
Voicemail/Autoattendant Deployment	Request
VSAT Services – RB Failure	Incident
VSAT Services- BUC Failure	Incident
VSAT Services- Congested Traffic (Slow Browsing..etc)	Incident
VSAT Services- Intermittent Link (Packet Loss .. etc)	Incident
VSAT Services- Modem Failure	Incident
VSAT Services- Other Failure	Incident
VSAT Services- Power Failure	Incident
VSAT Services- RF Interference	Incident
VSAT Services-MisConfiguration	Incident
Walls, floor, tiling BSC1	Request
Walls, floor, tiling BSC2	Request
WAREHOUSE CLOSURE	Request
WAREHOUSE CREATION	Request
WAREHOUSE MODIFICATION	Request
WAREHOUSES	Request
Water and sewage BSC1	Request
Water and sewage BSC2	Request
WebEx conferencing	Incident
WIFI	Incident
WLC	Incident
Workstation	Incident
Request	Request

ITSM Categories

LongCategory	BaseCategory
Incident	Incident
Improvements	Improvements
Enquiry	Enquiry
Is Problem	Incident